

## Jamf Connect: Reset Password

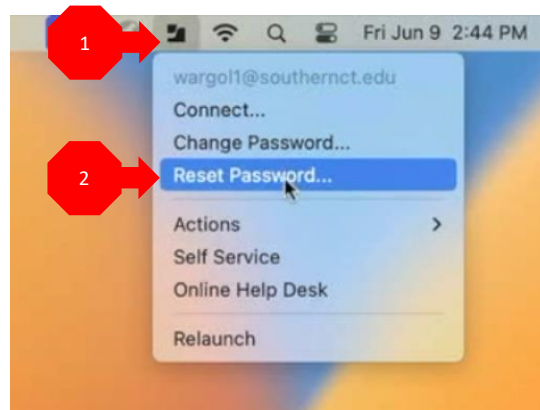
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### Introduction

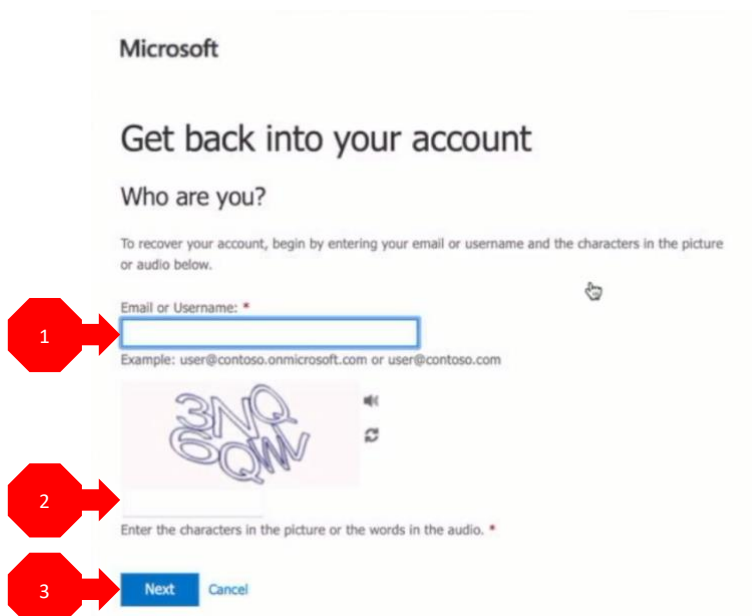
This guide details how to reset your password on a university-issued Mac computer, using the Jamf Connect application. If you are unable to log into the Mac, see your video “Jamf Connect: Password Rest via Login Screen” instead.

### Resetting Password

1. After signing into the Mac, select the Jamf Connect icon from the top toolbar, then select “Reset Password...”.



2. Enter your full SCSU email address, the captcha text below, and select “Next”.



A screenshot of the Microsoft account recovery page. The page title is 'Microsoft' and the main heading is 'Get back into your account'. Below this, it asks 'Who are you?'. A sub-heading reads: 'To recover your account, begin by entering your email or username and the characters in the picture or audio below.' There is an input field for 'Email or Username: \*' with a red circle and the number '1' pointing to it. Below the input field, an example is provided: 'Example: user@contoso.onmicrosoft.com or user@contoso.com'. Below the input field is a captcha image showing the numbers '370' and '0QW' with a red circle and the number '2' pointing to it. At the bottom, there are 'Next' and 'Cancel' buttons, with a red circle and the number '3' pointing to the 'Next' button.

3. Select which method to authenticate with first and follow the instructions for that method.

The screenshot shows the Southern Connecticut State University logo at the top left. Below it is the heading "Get back into your account" and the progress indicator "verification step 1 > verification step 2 > choose a new password". The main instruction reads: "Please choose the first contact method we should use for verification:". On the left, there are four radio button options: "Email my alternate email" (which is selected), "Text my mobile phone", "Call my mobile phone", and "Call my office phone". On the right, there is explanatory text: "You will receive an email containing a verification code at your alternate email address (X\*\*\*\*\*@aol.com)." and a blue "Email" button. At the bottom left, there is a "Cancel" link.

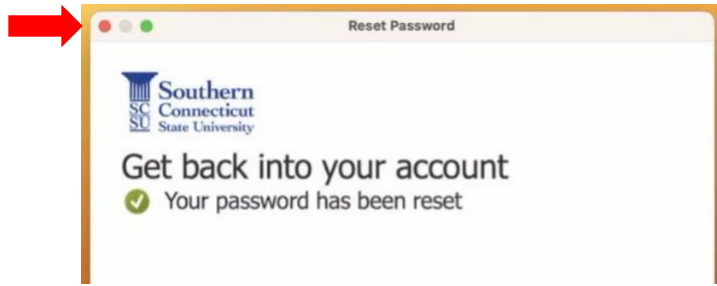
4. Select the second method of authentication and again, follow the instructions for that method.

The screenshot shows the Southern Connecticut State University logo at the top left. Below it is the heading "Get back into your account" and the progress indicator "verification step 1 ✓ > verification step 2 > choose a new password". The main instruction reads: "Please choose the second contact method we should use for verification:". On the left, there are three radio button options: "Text my mobile phone" (which is selected), "Call my mobile phone", and "Call my office phone". On the right, there is explanatory text: "In order to protect your account, we need you to enter your complete mobile phone number (\*\*\*\*\*36) below. You will then receive a text message with a verification code which can be used to reset your password." Below this text is a text input field labeled "Enter your phone number" and a grey "Text" button. A mouse cursor is pointing at the input field.

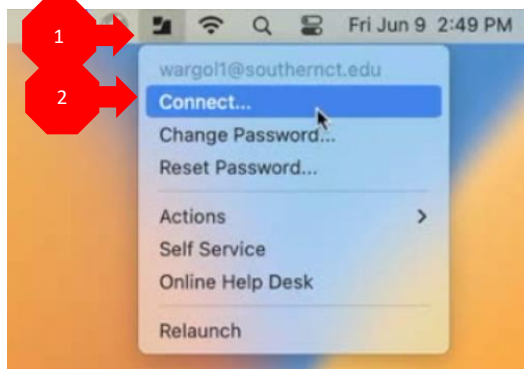
5. Enter a new password in the two boxes provided and select "Finish".

The screenshot shows the Southern Connecticut State University logo at the top left. Below it is the heading "Get back into your account" and the progress indicator "verification step 1 ✓ > verification step 2 ✓ > choose a new password". The main instruction reads: "\* Enter new password:". Below this is a text input field. The next instruction reads: "\* Confirm new password:". Below this is another text input field. At the bottom, there are two buttons: a blue "Finish" button and a grey "Cancel" button. On the left side, there are three red octagonal callouts with white numbers 1, 2, and 3. Red arrows point from these callouts to the first password input field, the second password input field, and the "Finish" button, respectively.

6. Once your password has been reset, you may close this window.



7. Select the Jamf Connect icon again, and select "Connect".



8. Enter your new password and "Sign in".



9. You will receive a notification that your local password and NetID password do not match. Enter your **old** password, then "Sync".

